



Unity Health Plans Insurance Corporation
UW Health Network
 840 Carolina Street
 Sauk City, WI 53583
 (800) 362-3310 FAX (608) 643-2564
 www.unityhealth.com



Type of Plan Health Maintenance Organization
 Total Number of Members..... 80,928
 Years of Operating Experience 20
 Total Number of Primary Care Physicians (PCPs)..... 250
 Percentage of PCPs Accepting New Patients 77%
 Percentage of Board Certified Specialty Care Physicians..... 92.6%
 Number of Urgent Care Facilities 4
 Number of Dentists.....No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements

No written referral requests are needed when you seek care for medically necessary covered services from UW Health providers in Dane County. You must receive prior authorization from Unity to receive specialty care from Associated Physicians unless you have an Associated Physicians PCP. Referrals to non-plan providers must be prior authorized by Unity before services are received. Behavioral health appointments are facilitated by calling a centralized phone number, 1-800-683-2300. Covered benefits for chiropractic care, dental care (except TMJ/TMD), one annual routine eye exam, and routine OB/GYN care do not require a written referral request from your PCP, but you must use a participating network specialist.

Medicare Claims Procedure

Most Unity providers accept Medicare assignment. When using these providers, you do not need to submit anything to Unity. In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your Explanation of Medicare Benefits (EOMB) is needed.

On-Line Services

It is easy and convenient to find the information you need to fully understand your health insurance plan at www.unityhealth.com. The home page offers several navigational options for you.

- If you are interested in finding a PCP, looking up a specialist or checking to see if a particular hospital is participating, the “provider look-up” icon is available directly from the home page. Be sure to select State or Local Employee.
- Information about preventive care, Unity’s asthma and diabetes programs, Fitness First, Health First, Wellness First, smoking cessation and other health topics can be found by clicking on the “HealthyU!” icon.
- A scrolling feature also provides important information about new programs, community events Unity is participating in, and many other topics of importance.



Click on the “member” icon for direct access to information you need to know as a Unity member.

- The member Guide, a “primer” on managed care, provides information you need to use all of the services of your health plan.
- In the Member Self Help section you can change your PCP, notify us of your address change, may request replacement or additional ID cards.
- Materials may also be requested.

Select the “Plans and Services” icon and under State/Local Employee plan you will even find a link to the Wisconsin Department of Employee Trust Funds.

ADDITIONAL INFORMATION

Outpatient Mental Health Network/Policy	Unity offers a service to assist you with your behavioral health care needs. The Behavioral Health Consultation System (BHCS) is a triage line staffed by experienced mental health clinicians. They will help you make an appointment and ensure that you see the correct type of behavioral health practitioner for your specific needs. You must call BHCS at 1-800-683-2300 or 608-282-8960 for prior authorization of all mental health assessments and treatment.
24-Hour Nurse Line	Not Available
PCP Restrictions	Each family member may select a different PCP within the UW Health Network. Changes to your PCP may be made by contacting Unity Health Insurance and your payroll office. When we receive your change request by the 20 th day of the month, it will be effective the first day of the following month.
Dental Benefits Provided	No routine dental coverage offered.
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Continue to maintain excellent customer service. We answer calls in less than 20 seconds, have less than a 2% abandoned call rate and pay 100% of non-investigated claims in 30 days or less with 99.5% or better financial accuracy. • Unity has developed and continues to develop Hispanic member materials to address cultural diversity. • Continue to provide current health management programs in dyslipidemia, preventive care, immunizations, breast and cervical cancer screening, smoking cessation, post-partum checkups, and influenza vaccines with post-partum motivational techniques being added this year. • Continue to offer current voluntary disease management programs in diabetes and asthma with initiation of new program in hypertension.

Counties in Service Area		Hospitals in County	Major Providers in County*
Dane	 	UW Hospital & Clinics UW Children's Hospital Meriter Hospital Stoughton Hospital	Associated Physicians and UW Health providers.

* To find out if your physician is a participating provider, please visit our web site at www.unityhealth.com or call Unity Customer Service at 1-800-362-3310.